

# Susan Mortensen

585 Harriet Avenue, #313 ~ Shoreview, Minnesota 55126

susan.a@mor10sen.com ~ 651.214.6741

---

## QUALIFICATIONS PROFILE

Motivated and personable professional Administrative Assistant with 10 years experience of providing consistent support with the ability to make decisions independently and work well as part of a team.

- **Administrative:** Provide exceptional administrative support to peers and senior management. Successful management of streamlining office processes to increase efficiency and improve service. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate timely documentation meeting stringent guidelines.
  - **Customer Relations:** Serve as a point of contact for customers, vendors, partners and staff. Promptly respond to inquiries via telephone and email. Possess a solid ability to be motivated under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Diplomatic and tactful personality. Thrive in deadline-driven environments. Excellent team-building skills.
  - **Technical Skills:** Advanced experience in Microsoft Office Suite with superior skills in Office 2007. Talent for quickly mastering technology in all platforms. Extensive computer experience including graphic & desktop publishing programs with the ability to manipulate and multi-task through several online environments, including blogging software, FTP software, Dreamweaver and several other related programs.
  - **Key Strengths:** Excel at developing strong relationships with peers, senior management, clients and vendors. Highly organized and conscientious; entrusted with highly sensitive & confidential materials. Adapts at new and evolving environments.
- 

## PROFESSIONAL EXPERIENCE

The Knot & Bauble Shoppe – St. Paul, Minnesota

2006 to Present

### Owner

*Independent small business providing a variety of hand crafted items through multiple venues. Handle all aspects of business, including customer service, sales, purchasing, accounting, marketing and development with network administration, website development and maintenance.*

- Expanded product base in late 2007 to include distant & local artisan product lines, which has doubled sales in the past year.
- Increased designer base to ten designers.
- Promote sales through quarterly newsletters, manage company website.
- Successfully contract custom orders, arrange in-home parties for clients.
- Supervised over 10 craft fair projects.

Associated Clinic of Psychology – Minneapolis, Minnesota

January 2006 – March 2006

### Assistant Office Manager

*Supported Owner, Office Manager, Physicians and Clinicians, and company-wide support. Prepare presentations for statewide classes and seminars in the medical field for informational and continuing education purposes.*

- Credentialing, licensing renewals of the Physicians and Clinicians through multiple insurance companies; including developing working relationships with credentialing specialists of the insurance companies.
- Planned and attended bi-monthly manager meetings and monthly staff meetings for project coordination, planning and development.

- Prepare agendas prior to both meetings and kept minutes for documentation purposes.
- Assist with the organization, planning, and layout of marketing publications.
- Generated reports for office trends including appointment setting, surveys of new patients, and other reports. The information was not only patient sensitive, but also time sensitive.
- Network maintenance, email administration, website maintenance.

Dakota Communities, Inc. – Eagan, Minnesota

September 2002 – May 2005

**Assistant Office Manager/Administrative Assistant**

*Supported Company President/CEO, Director of Marketing and Events, Company Executives and company-wide clerical support. Prepare executive level presentations; maintained and updated calendars.*

- Supported the organization, planning and follow-up of several annual fund-raising events.
- Participated in meetings for planning and development, assisting with coordination of volunteers, and help with volunteer staff scheduling for events as well as inside clerical projects.
- Organized, planned, designed and produced annual newsletters, marketing publications, event books, fliers, brochures with use of desktop publishing and in-house printing press.
- Development and maintenance of company manual system
- Maintained office efficiency, organization and update of company manual system.
- Website development and maintenance.

George C. Brandt, Inc. – Roseville, Minnesota

September 2000 – September 2002

**Executive Secretary/Website Administrator**

*Supported the Chief Executive Officer and administrative support to the Sales staff with professionalism, and integrity of sensitive materials.*

- *Multi-line phone system*
- *Database Management*
- *Data Entry*
- *Website development and maintenance.*

Becton Dickinson Vaccutainer Systems – Broken Bow, Nebraska August 1988 – August 1998

**ICU/IC – Inventory Control Utility/Issue Clerk**

*Performed roles in increasing responsibilities. Provided supplies to manufacturing floor for current and upcoming orders, inventory control on all items issued and returned to warehouse. Data entry, general filing of invoice slips and receipts and paperwork for reporting purposes.*

**PROFESSIONAL EDUCATION**

Certification – 2004

Bloomington, MN

Continuing Education Advanced Excel Course

Certification - 2004 Science Museum of Minnesota

St. Paul, MN – 3 Separate courses.

Queries, Forms & Reports – Database Programmer/Management

Certification - 2000 New Horizons Computer Training

Minneapolis, MN

Front Page 2000

AS Degree - 2000 Mid-Plains Community College

North Platte, NE

Computer Information Specialist